

# Monitor

**MODEL/ATOM II**

A publication of the Missouri Department of Higher Education

April 2, 2004

## We're almost There!— Surviving the Cutover Period

**Y**esterday, April 1, the conversion of data from Guarantec to American Student Assistance (ASA) began. The conversion cutover period will be from April 1 to April 11. The MDHE anticipates beginning live processing on the ASA system on Monday, April 12. MDHE clients can submit files to ASA for processing via ELM, FTP, POP3, or other means during this time, but they will

not be processed until the data conversion is complete. Application send files sent during the cutover period will be saved and processed in the order they were received starting on April 8. Response files will then be processed and returned until the backlog of files are processed. MDHE clients can begin submitting loans to ASA for instant guarantee on April 12.

## Remember:

**Guarantec is no longer accepting files. Any files sent to Guarantec will be rejected.**

## The Final Countdown

**April 1-11**  
Conversion

**April 12**  
Go Live!

### STOP! Check Your Address!

**R**emember that all correspondence should now be mailed to the MDHE c/o ASA, **NOT** Guarantec. Any correspondence mailed to Guarantec will immediately be forwarded to the MDHE or ASA. For correct mailing addresses, refer to the list below.

**American Student Assistance (ASA)**

Phone: (800) 824-4893  
Operations fax: (617) 728-4525

**ATOM:**

MDHE

3515 Amazonas Drive  
Jefferson City, MO 65109

**Bankruptcy claims and correspondence:**

MDHE c/o ASA  
Specialized Payment Solutions  
P.O. Box 55756  
Boston, MA 02205

Specialized Payment Solutions receives borrower and employer documents related to administrative wage garnishment and bankruptcy documents.

**Default claims:**

MDHE c/o ASA  
Claims  
P.O. Box 55757  
Boston, MA 02205

**Defaulted borrower loan payments:**

MDHE c/o ASA  
AWG Payments  
P.O. Box 55753  
Boston, MA 02205

**General loan & loan application correspondence:**

MDHE c/o ASA  
P.O. Box 55757  
Boston, MA 02205

**Loan discharge applications:**

MDHE c/o ASA  
Borrower Advocacy  
P.O. Box 55757  
Boston, MA 02205

This includes closed school, false certification, unpaid refund, and teacher loan forgiveness discharge applications.

## It's Not Too Late: MODEL Direct Access and Passwords

**M**ODEL Direct replaces e\*CLIPS as the loan processing software for the MDHE. Clients who have submitted their MODEL Direct sign-up form will have access to this system on April 12. For MDHE clients who need MODEL Direct access, there is still time. Download a request form at [www.dhe.mo.gov/model/index](http://www.dhe.mo.gov/model/index) and fax or e-mail the form to Keith Broadus at the MDHE as soon as possible. User identification and password information will then be sent, via e-mail, to clients the week of April 5. If you have any questions regarding MODEL Direct or e\*CLIPS, please contact Keith Broadus at (573) 526-0876 or [keith.broadus@dhe.mo.gov](mailto:keith.broadus@dhe.mo.gov).

## Good News...

**T**he data tapes, containing all of the information from the GuaranTec system, were received by ASA. The actual data extraction was complete at approximately 1:00 a.m. today, April 2, and the tapes were picked up by UPS SonicAir and delivered to the Pittsburgh airport for transport to Boston. ASA will now begin loading the information onto the MODEL system.

## Important Quick Tips

### ATOM Loan Changes

It is important to remember that any ATOM and ATOM II loan changes that need to be made can be made using the ATOM email address [ATOM@dhe.mo.gov](mailto:ATOM@dhe.mo.gov).

### Forms Ordering Login

Institutions and lenders can order forms via the web at <http://members.printable.com/rainreegraphics/asa>. In order to log into this option institutions will need to use their OE Code.

### Staying Connected

Don't forget your school and lender contact information. Both the quick reference map

and contact sheet attached to this issue enable you to stay connected and informed.

### ATOM Reports

Today, April 2, ATOM created disbursement predictor reports detailing all loans that are scheduled to be disbursed by ATOM for your institution. These reports will be sent to you by mail.

### MDHE-ASA 800-number

As mentioned earlier, the MDHE - ASA 800-number is (800) 824-4893. The transfer of this number from GuaranTec to ASA became effective April 1, 2004.

**[www.dhe.mo.gov/  
model/index.htm](http://www.dhe.mo.gov/model/index.htm)**

**D**esigned to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

**Check it out!**

## For questions....

### regarding conversion to MODEL, contact:

Scott Giles  
Director of Missouri Student Loan Group  
(573) 522-1318  
[scott.giles@dhe.mo.gov](mailto:scott.giles@dhe.mo.gov)

Susanne Medley  
Director of Communications and Customer Assistance  
(573) 522-1377  
[susanne.medley@dhe.mo.gov](mailto:susanne.medley@dhe.mo.gov)

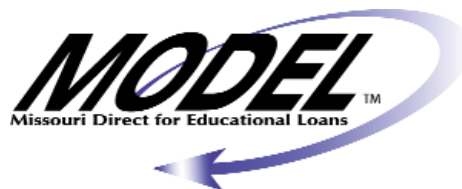
Jenny Huthman  
Guarantor Client Manager  
American Student Assistance (ASA)  
(660) 248-9937  
[jhuthman@amsa.com](mailto:jhuthman@amsa.com)

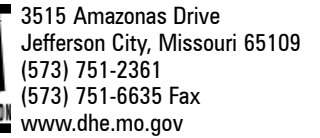
### regarding ATOM II, contact:

Keith Broadus  
Senior Associate of Technology  
(573) 526-0876  
[keith.broadus@dhe.mo.gov](mailto:keith.broadus@dhe.mo.gov)

### regarding system requirements, contact:

Gina Hodge  
Director of Information Technology  
(573) 526-1583  
[gina.hodge@dhe.mo.gov](mailto:gina.hodge@dhe.mo.gov)





Staff are trained to help you with any loan processing questions including:

- ◆ profile changes
- ◆ application questions
- ◆ CommonLine file questions
- ◆ loan updates
- ◆ forms ordering
- ◆ any other items related to loan processing

Charla Bush  
chbush@amsa.com  
(800) 824-4893, x4715

Base Kooffreh  
bkooffreh@amsa.com  
(800) 824-4893, x4716



## Mid-Missouri Territory

Dan Tavares  
dtavares@amsa.com  
(800) 824-4893, x3134

Marco Huertas  
mhuertas@amsa.com  
(800) 824-4893, x4714

## Southeastern Territory

## Southwestern Territory

Remi Ajao  
rajao@amsa.com  
(800) 824-4893, x4717



## School and Lender Contact Information

**MDHE ORIGATION THROUGH CLAIMS-GUARANTOR PROCESSING**  
**TELEPHONE: (800) 824-4893**

### SCHOOL CONTACTS BY TERRITORY

The ASA staff listed below is trained to assist you with any loan processing questions, including

- profile changes,
- application questions,
- CommonLine file questions,
- loan updates,
- forms ordering, and
- any other items related to loan processing.

Territory	Contact	Phone/Extension
Southeastern (St. Louis)	Charla Bush chbush@amsa.com	(800) 824-4893, x 4715
	Base Kooffreh bkooffreh@amsa.com	(800) 824-4893, x 4716
Northwestern (Kansas City)	Marco Huertas <a href="mailto:mhuertas@amsa.com">mhuertas@amsa.com</a>	(800) 824-4893, x 4714
Southwestern (Springfield)	Remi Ajao <a href="mailto:rajao@amsa.com">rajao@amsa.com</a>	(800) 824-4893, x 4717
Mid-Missouri (Jefferson City)	Dan Tavares <a href="mailto:dtavares@amsa.com">dtavares@amsa.com</a>	(800) 824-4893, x 3134
<b>Department Supervisor</b>	Dan Tavares <a href="mailto:dtavares@amsa.com">dtavares@amsa.com</a>	(800) 824-4893, x 3134

### FORMS ORDERING

To order forms, including Stafford and PLUS MPNs, visit:

<http://members.printable.com/raintreegraphics/asa>.

(Note: This web site will not be functional until April 1.)

A link to this web site will also be available on MODEL Direct and MDHE web site.

### GENERAL MAILING ADDRESS FOR MDHE OPERATIONS:

MDHE c/o ASA  
P.O. Box 55757  
Boston, MA 02205

- Paper Applications (school certifications)
- Universal Change Form

## ATOM II CONTACT LIST

Name	Phone	Email
Sherri Farris	(573) 526-7356	<a href="mailto:sherri.farris@dhe.mo.gov">sherri.farris@dhe.mo.gov</a>
Theresa Schmitz	(573) 526-6693	<a href="mailto:theresa.schmitz@dhe.mo.gov">theresa.schmitz@dhe.mo.gov</a>
Keith Broadus	(573) 522-0876	<a href="mailto:keith.broadus@dhe.mo.gov">keith.broadus@dhe.mo.gov</a>

## LENDER CONTACT INFORMATION: TELEPHONE (800) 824-4893

### GENERAL OPERATIONS MAILING ADDRESS:

MDHE c/o ASA  
P.O. Box 55757  
Boston, MA 02205

- Paper Pre-claim Filing and or update reports
- Account Maintenance
- Claim Filing
- Lender Manifest Tapes Cartridges

### LVC FOR CONSOLIDATION

MDHE c/o ASA  
P.O. Box 55754  
Boston, MA 02205

### GENERAL CONTACT INFORMATION

Process	Contact Name	Telephone Number/Extension
PNote Validation Feed	Rosanna Cornelio	(800) 824-4893, x4651
Application Processing – application questions, PNote information	Call Center	(800) 824-4893
ATOM II	Theresa Schmitz <a href="mailto:theresa.schmitz@dhe.mo.gov">theresa.schmitz@dhe.mo.gov</a>	(573) 526-6693
ATOM II (Loan/Disbursement Maintenance & Rosters)	Sherri Farris <a href="mailto:sherri.farris.dhe.mo.gov">sherri.farris.dhe.mo.gov</a>	(573) 526-7356
Pre-claim File Processing	Maly Kapilian <a href="mailto:mkapilian@amsa.com">mkapilian@amsa.com</a>	(800) 824-4893, x4269
Pre-claim Paper Adds/Updates	Brian Mazzoli <a href="mailto:bmazzoli@amsa.com">bmazzoli@amsa.com</a>	(800) 824-4893, x4682
Claim Processing	Al Lee <a href="mailto:cleee@amsa.com">cleee@amsa.com</a>	(800) 824-4893, x4657
Lender Manifest	Joanne Dempsey <a href="mailto:jdempsey@amsa.com">jdempsey@amsa.com</a>	(800) 824-4893, x4653